

NAMIBIA'S JOURNEY IN DEVELOPING AND
IMPLEMENTING THE NATIONAL QUALITY POLICY AND
STRATEGY TO IMPROVE HEALTHCARE QUALITYA. Basenero¹, J. Neidel¹, A. Nangolo-Israel¹, F. Tjituka², H. Kavafi², A. Erastus³, H. Ashivudhi⁴¹Quality Assurance, Namibia Ministry of Health and Social Services²Directorate of Special Programmes, Namibia Ministry of Health and Social Services³Universal Health Coverage / Life Course Cluster, World Health Organisation⁴Health System Strengthening and Sustainability, Centers for Disease Control and Prevention, Division of Global HIV & TB, Windhoek, NamibiaISQUA2024-
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INTRODUCTION

Namibia, an upper-middle-income country with a population of 3.1 million (2023), identified critical gaps in the quality of healthcare services through performance reviews. In response, the Ministry of Health and Social Services (MoHSS), guided by the WHO's approach, developed the National Quality Policy and Strategy (NQPS).

Aim: To align healthcare standards with global benchmarks while reinforcing MoHSS's commitment to improving healthcare delivery.

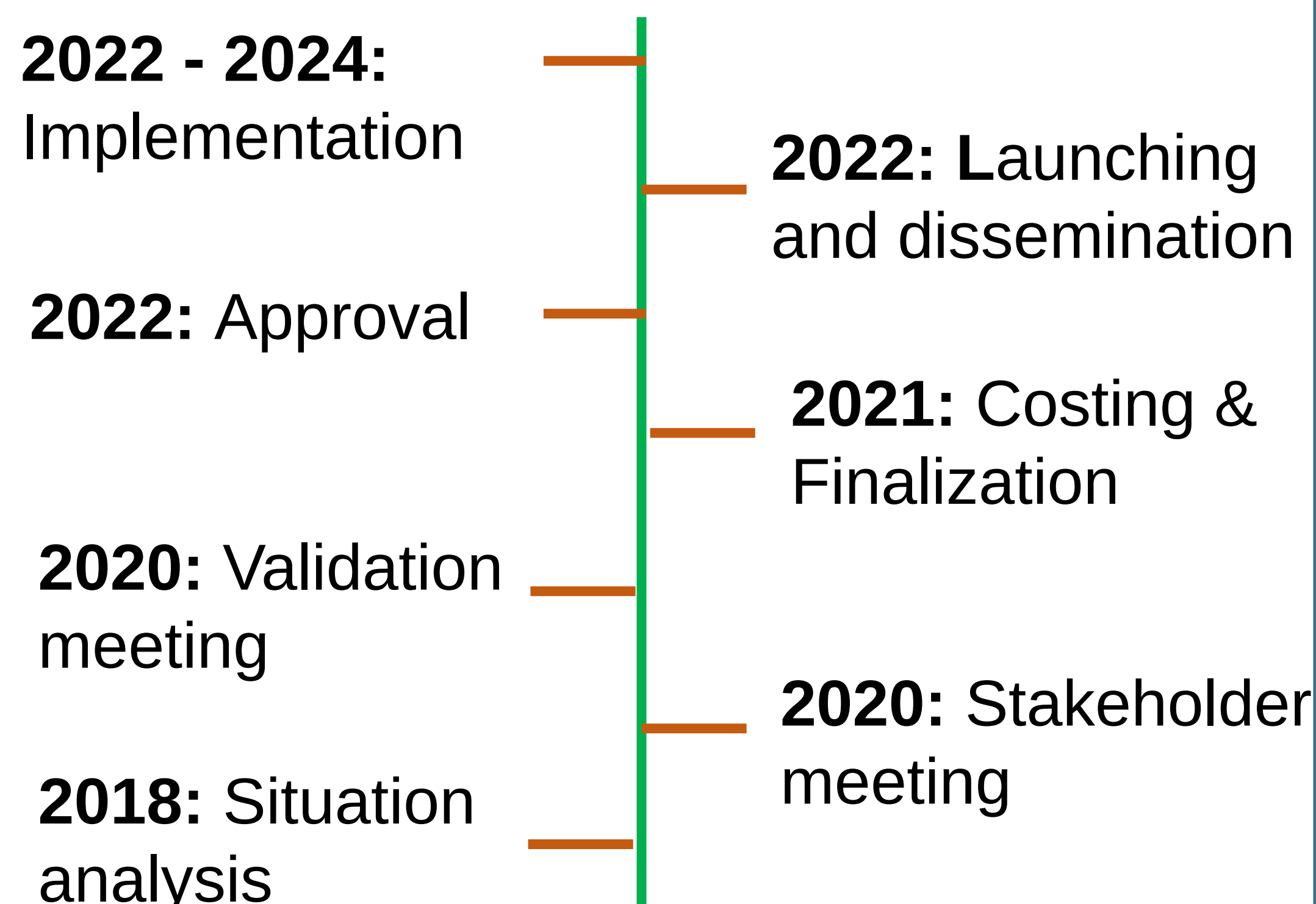
SETTING

Namibia Health Services

- 14 Regions & 35 Districts
- Hospitals: 47 (36 Public)
 - 1 National and 4 Intermediate
- PHC facilities: 285
- Doctor Patient Ratio (1: 2952)
- Nurse Patient Ratio (1:704)
- HIV prevalence 11% (2022)

METHOD

Key Milestones of NQPS Development



Launching of the NQPS and Quality Standards for Healthcare Facilities

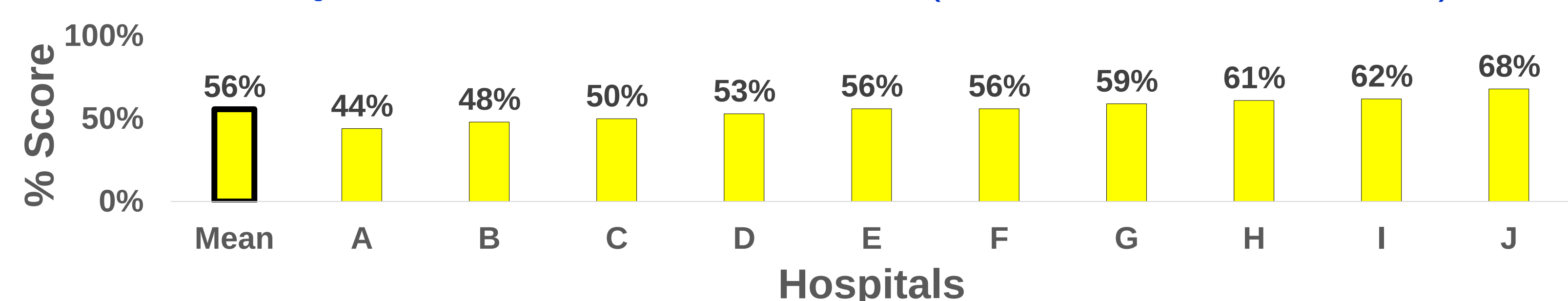


NQPS implementation: A two year review (February 2022 - February 2024)

Strategic Objective 1: Improving Quality Management (QM) Systems

- Healthcare Quality Standards (HQS) rolled out in 10 of 36 public hospitals
- Recruited 31 District Quality Managers

HQS Baseline Assessment Results (March 2022- October 2023)

Strategic Objective 4:
Advancing Clinical
Practice:

- Clinical & Death Audit Guidelines
- Revision of the informed consent forms / guidelines
- Quality improvement collaboratives: HIV & Maternal & Newborn care

NQPS Four
Strategic
ObjectivesStrategic Objective 2:
Ensuring Client-Centered
Care & Empowerment

- Revision of patient satisfaction tools
- Consumer involvement curriculum review/training

Strategic Objective 3: Improving Patient and Healthcare Workers Safety

- National Infection Prevention and Control (IPC) Action Plan
- Guidelines review: IPC, Operating Theatre and Sterile Services Department

CONCLUSIONS

The National Quality Policy and Strategy has provided a cohesive framework for stakeholders to collaboratively plan, mobilize resources, coordinate, implement, monitor, evaluate, and enhance the quality of healthcare services across Namibia.

ACKNOWLEDGEMENT



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